database.

South States:
Performance measure under development. Mechanized performance reports expected in December.

For Interconnection Trunks: The percentage of trunks *(north states)* or orders *(south states)* completed for which there was a missed appointment due to lack of Bell Atlantic facilities - including outside plant and switch hooks.

12.07 Bell Atlantic Retail - Interconnection Trunks: % Missed Appointment - Facilities

12.08 CLEC - - Interconnection Trunks: % Missed Appointment - BA

Status as of November 12:

North States: Modification of mechanized system for capturing this data is underway. Because orders can not currently be processed until switch and interoffice facilities exist, this performance is currently understated. Process modifications and database changes will cause a significant change in the data reported.

South States:
Performance measurement under development, expected in December.

Metric 13 - % Installation Troubles w/in 30 Days: **Percentage** of Lines/Circuits/Trunks Installed for which a Network Trouble is reported and found within 30 days of installation (or service order activity). Eight performance measures will be reported in this area.

13.01 Bell Atlantic Retail - POTS: % Installation Troubles within 30 Days

13.02 Bell Atlantic Retail - Specials: % Installation Troubles within 30 Days

13.03 Resale - POTS: % Installation Troubles within 30 Days

13.04 Resale - Specials: % Installation Troubles within 30 Days

13.05 UNE - POTS: % Installation Troubles within 30 Days

13.06 UNE - Specials: % Installation Troubles within 30 Days

13.07 Bell Atlantic Retail - Interconnection Trunks - % Installation Troubles within 30 Days

13.08 CLEC - Interconnection Trunks - % Installation Troubles within 30 Days

Status as of November 12:

North States:
Different sources are required for the numerator and denominator. Troubles come from maintenance systems and lines ordered from provisioning systems. For Bell Atlantic Retail POTS and Resale POTS, Installation Troubles are captured in maintenance systems. An alternate system is in use for maintenance data for Bell Atlantic Retail Specials, Resale Specials, UNE POTS, UNE Specials and Interconnection Trunks data. Additional programming and data capacity is required and in progress to capture all information in the same database - which has longer storage capacity and query capabilities.

South States:
Currently the line count for retail, resale and UNE services is under development and is expected on a mechanized basis in December.

Maintenance:

Metric 14 - Network Trouble Report Rate: Total Initial Customer Troubles reported on regulated services by customer, where the trouble disposition was found to be a network problem. (Disposition Codes 3-Drop, 4-Loop and 5-Central Office) per 100 lines/circuits in service. Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Provided Equipment (CPE) troubles, and troubles reported but not found upon dispatch (Found OK and Test OK). Also excludes troubles closed due to customer action. Trouble reports on services such as Voice Messaging are excluded. Eight performance measures to be reported.

14.01 Bell Atlantic Retail - POTS: Network Report Rate

14.02 Bell Atlantic Retail - Specials: Network Report Rate

14.03 Resale - POTS: Network Report Rate

14.04 Resale - Specials: Network Report Rate

14.05 UNE - POTS: Network Report Rate

14.06 UNE - Specials: Network Report Rate

Status as of November 12:

North States:
Currently data resides in two different databases. For Bell Atlantic Retail POTS and Resale POTS, Troubles are captured in a POTS database. Bell Atlantic Retail Specials, Resale Specials, UNE POTS, and UNE Specials data is captured in another database fed directly from the WFA system. Additional programming and data capacity is required and in progress to capture all information in the POTS database - which has longer storage capacity and query capabilities.

South States:
Retail POTS network trouble report counts are mechanized. Resale and UNE performance requires the manual calculation of the lines in service. Complete mechanization of this performance metric is expected in December.

For Interconnection Trunks:

14.07 Bell Atlantic Retail Inter-office Trunks - Network Report Rate

14.08 CLEC - Interconnection Trunks - Network Report Rate

Status as of November 12:

North States:
The WFA database was updated with all trunks in inventory as of October 26, 1997. Process changes are being implemented to ensure changes to administrative reporting of all trunks is in place with the WFA system. Trunk performance for both CLEC and Bell Atlantic Trunks will be track-able beginning with November performance for all maintenance measures.

South States:
The same system and process changes are required for the South to report trunk performance as the north. Validation of trunk inventory is currently under review.

Metric 15 - % Missed Repair Appointments: POTS services For Initial Customer Trouble Reports, found to be network troubles (Disposition Codes, 3, 4 and 5), where the actual restoration time occurs after the committed restoration time. Six performance measures to be reported.

Dispatched Troubles: Troubles reports found to be in drop wire or outside plant. Disposition codes 3 or 4. *(North States)* The appointment is the "cleared by" time. *(South States)* The current performance measure defines an appointment as "arrive by" appointment

Not-Dispatched Troubles: Troubles reports found to be in central office, including wiring and translation troubles. Disposition codes 5.

15.01 Bell Atlantic Retail: % Missed Repair Appointments - Dispatched

15.02 Bell Atlantic Retail: % Missed Repair Appointments - Not Dispatched

15.03 Resale: % Missed Repair Appointments - Dispatched

15.04 Resale: % Missed Repair Appointments - Not Dispatched

15.05 UNE: % Missed Repair Appointments - Dispatched

15.06 UNE: % Missed Repair Appointments - Not Dispatched

Status as of November 12:

North States:
An appointment is the "cleared by" time. For Bell Atlantic Retail POTS and Resale POTS, Troubles are captured in a single database. For Bell Atlantic Retail Specials, Resale Specials, UNE POTS, and UNE Specials data is currently captured in a different database. Additional programming and data capacity is required and in progress to capture all information in the same data base, enabling longer storage capacity and increased query capabilities. For interconnection trunks and BA interoffice trunks, the WFA database was updated with all trunks in inventory as of October 26, 1997. Process changes are being implemented to ensure changes to administrative reporting of all trunks is in place with the WFA system. Trunk performance for both CLEC and Bell Atlantic Trunks will be track-able beginning with November performance for all maintenance measures.

South States:
An appointment is the "arrive by" time. Resale and UNE POTS missed appointment rates are calculated using a manual report line count.

Metric 16 - Mean Time to Repair: For Initial Customer Trouble Reports, found to be network troubles, the **average time** from trouble receipt to trouble clear. For POTS-type services this is measured on a "running clock" basis. For Special Services-type services and interconnection trunks, this is measured on a "stop clock" basis (i.e., the clock is stopped when testing is occurring, BA is awaiting carrier acceptance, or BA is denied access). Eight performance measures reported.

16.01 Bell Atlantic Retail - POTS: Mean Time to Repair

16.02 Bell Atlantic Retail - Specials: Mean Time to Repair

16.03 Resale - POTS: Mean Time to Repair

16.04 Resale - Specials: Mean Time to Repair

16.05 UNE- POTS: Mean Time to Repair

16.06 UNE - Specials: Mean Time to Repair

16.07 Bell Atlantic Interoffice Trunks: Mean Time to Repair

16.08 CLEC Interconnection Trunks: Mean Time to Repair

Status as of November 12:

North States:
Reported on a mechanized basis for Retail, UNE and Resale. Interconnection trunk performance to be available for fourth quarter report.

South States:
Retail performance is reported on a mechanized basis. Performance for UNE and Resale is tracked on a manual basis. Interconnection trunk performance requires further development.

Metric 17 - % Out of Service > 24 hours: The **percentage** of network troubles (Disposition Codes, 3, 4, and 5) that indicate an out of service condition, cleared more than 24 hours after receipt of trouble report. Out of Service means that there is no dial tone, the customer cannot call out, or the customer cannot be called. Eight performance measures reported. The Out of Service period commences when the trouble is entered into BA's designated trouble reporting interface.

17.01 Bell Atlantic Retail - POTS: % Out of Service > 24 hours

17.02 Bell Atlantic Retail - Specials: % Out of Service > 24 hours

17.03 Resale - POTS: % Out of Service > 24 hours

17.04 Resale - Specials: % Out of Service > 24 hours

17.05 UNE- POTS: % Out of Service > 24 hours

17.06 UNE - Specials: % Out of Service > 24 hours

17.07 Bell Atlantic Interoffice Trunks: % Out of Service > 24 hours

17.08 CLEC Interconnection Trunks: % Out of Service > 24 hours

Status as of November 12:

North States:
Reported on a mechanized basis for Retail, UNE and Resale. Interconnection trunk performance to be available for fourth quarter report.

South States:
Retail performance is reported on a mechanized basis. Performance for UNE and Resale is tracked on a manual basis. Interconnection trunk performance requires further development.

Metric 18 - % Repeat Reports w/in 30 days: The **percentage** of troubles that originated as a disposition code other than CPE or a customer code that has an additional trouble within 30 days for which a network trouble (Disposition Codes 3, 4, or 5) is found. Initial troubles exclude customer action, Front end close out (BA) and CPE found troubles. Eight performance measures reported.

18.01 Bell Atlantic Retail - POTS: % Repeat Reports w/in 30 days

18.02 Bell Atlantic Retail - Specials: % Repeat Reports w/in 30 days

18.03 Resale - POTS: % Repeat Reports w/in 30 days

18.04 Resale - Specials: % Repeat Reports w/in 30 days

18.05 UNE- POTS: % Repeat Reports w/in 30 days

18.06 UNE - Specials: % Repeat Reports w/in 30 days

18.07 Bell Atlantic Interoffice Trunks: % Repeat Reports w/in 30 days

18.08 CLEC Interconnection Trunks: % Repeat Reports w/in 30 days

Status as of November 12:

North States:
Reported on a mechanized basis for Retail, UNE and Resale. Interconnection trunk performance to be available for fourth quarter report.

South States:
Retail performance is reported on a mechanized basis. Performance for UNE and Resale is tracked on a manual basis. Interconnection trunk performance requires further

development.

Network Performance:

The system used to measure network trunk group performance is TNDS (Total Network Data System). Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of BA trunk groups exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design blocking standard. The tables below specify the blocking threshold (Service Threshold) above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.01 design, this is trunk groups exceeding a threshold of about 3% blocking. For B.005 design, this is trunk groups exceeding a threshold of about 2% blocking.

Below is the Service Threshold Table for evaluating measurements taken on trunk groups that are engineered at B.01.

Number of Transmission Paths Per Trunk Group	Measured Blocking Thresholds in the Time Consistent Busy Hour for the Number of Measurements per Trunk Group			
	15-20 Measurements	11-14 Measurements	7-10 Measurements	3-6 Measurements
2	.070	.080	.090	.140
3	.060	.060	.070	.090
4	.050	.060	.070	.080
5 - 6	.040	.050	.060	.070
7 or more	.030	.035	.040	.060

Below is the Service Threshold Table for evaluating measurements taken on trunk groups that are engineered at B.005.

Number of Transmission Paths Per Trunk Group	Measured Blocking Thresholds in the Time Consistent Busy Hour for the Number of Measurements per Trunk Group			
	15-20 Measurements	11-14 Measurements	7-10 Measurements	3-6 Measurements
2	.045	.055	.060	.095
3	.035	.040	.045	.060
4	.035	.040	.045	.055

5 - 6	.025	.035	.040	.045
7 or more	.020	.025	.030	.040

Metric 19 - % Dedicated Final Trunk Blockage: A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a BA Access Tandem to a CLEC switch. In an access tandem area where Bell Atlantic's common end office to tandem trunk groups carrying Bell Atlantic local traffic are designed to the B.005 blocking standard, Bell Atlantic will engineer dedicated final trunk groups to the CLECs at a design blocking standard of B.005. In an access tandem area where Bell Atlantic's common end office to tandem trunk groups carrying Bell Atlantic local traffic are designed to the B.01 blocking standard, Bell Atlantic will engineer dedicated final trunk groups to the CLECs at a design blocking standard of B.01. The **percentage** of BA to CLEC dedicated final trunk groups exceeding the applicable blocking design standard (either B.01 or B.005) will be reported.

19.01 % Dedicated Final Trunk Groups exceeding blocking design standard

Status as of November 12:

Data is captured out of the same systems in both the north and south states in the same manner on a mechanized basis.

Metric 20 - % Common Final Trunk Blockage: Common final trunks carry traffic between BA end offices and the BA tandem, including local traffic to BA end offices and the BA tandem, including local traffic to BA customers as well as CLEC customers. The **percentage** of BA common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported.

20.01 % Common Final Trunk Groups exceeding blocking design standard

Status as of November 12:

Data is captured out of the same systems in both the north and south states in the same manner on a mechanized basis.

Billing:

Metric 21 - Timeliness of Daily Usage Feed: Measures the number of business days from the creation of the message to the date that the message information is made available to the CLEC on the Daily Usage Feed. Measured in **percentage** of usage records transmitted within 3, 4, 5, and 8 business days. Four measures to be reported.

21.01 % DUF in 3 Business Days

21.02 % DUF in 4 Business Days

21.03 % DUF in 5 Business Days

21.04 % DUF in 8 Business Days

Status as of November 12:

North States:
Data is captured for New York (including Connecticut) and New England. Data is reported on an aggregate basis for Maine, Massachusetts, New Hampshire, Rhode Island and Vermont from the same billing system. The ability to further dis-aggregate NE states is under development, but may not be practical.

South States:
Data is captured on a mechanized basis for each state.

Metric 22 - Timeliness of Carrier Bill: Measures the **percent** of carrier bills ready for distribution to the carrier within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges. One measure reported.

22.01 Timeliness of Carrier Bill

Status as of November 12:

North States: Manually calculated.

South States: % of mechanized and paper carrier bills. This is total CABs billing (includes Access and CLEC. Reported for entire BA south region. Does not include summary bills sent from CRIS system.

Product Group Definitions:

Bell Atlantic Retail and Resale:

POTS services include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex, Basic ISDN and PBX trunks.

Special Services ("Specials") are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit).

Unbundled Network Elements:

POTS services include all non-designed loops, central office analog ports, NIDS, house and riser cables. Elements out of a local central office on the line side. Also includes features and Number portability.

Special Services ("Specials") are services that require engineering design intervention. These include such services as: foreign exchange services (a "POTS" type service served from a central office other than the office serving that geographical area through the use of interoffice facilities), high capacity services (DS1 or DS3), Primary rate ISDN, digital services and private lines.

Interconnection Trunks:

Includes switched access CLEC trunks carrying originating traffic between BA and CLEC offices. Includes End Office and Tandem trunks, Tandem Transient, Tandem subtending, Meet point A, B and C Signaling Links are included in trunk performance measures. For Provisioning performance, Bell Atlantic Retail trunks are IXC Feature Group D Switched Access Trunks. Bell Atlantic inter-office trunks are not captured in provisioning order systems for tracking. Maintenance performance for Bell Atlantic retail trunks includes all Bell Atlantic inter-office and IXC feature group D switched access Trunks.

North States: Connecticut (2 wire centers), Maine, Massachusetts, New Hampshire, New York, Rhode Island and Vermont

South States: Delaware, Maryland, New Jersey, Pennsylvania, Virginia, Washington DC, and West Virginia